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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

First Named Inventor:	Douglas K. Warner	
Appln. No.:	09/549,667	
Filing Date:	April 14, 2000	Examiner: Chen, Te Y.
Title:	Usage Based Strength Between Related Help Topics and Context Based Mapping Thereof in a Help Information Retrieval System	Group Art Unit: 2171

TERMINAL DISCLAIMER UNDER 37 CFR § 1.321

Mail Stop AF
Commissioner for Patents
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Alexandria, VA 22313-1450

I hereby certify that this document is being sent via First Class U.S. mail addressed to: Mail Stop AF, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on this 4 day of August, 2004.

Barbara A. Avery

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Sir:

The owner, RightNow Technologies, Inc., of 100 percent interest in the instant application hereby disclaims, except as provided below, the terminal part of the statutory term of any patent granted on the instant application, which would extend beyond the expiration date of the full statutory term defined in 35 U.S.C. § 154 to 156 and 173, as presently shortened by any terminal disclaimer, of co-pending Patent Application No. 09/549,568. The owner hereby agrees that any patent so granted on the instant application shall be enforceable only for and during such period that it and the above listed patent are commonly owned. This agreement runs with any patent granted on the instant application and is binding upon the grantee, its successors or assignees.

In making the above disclaimer, the owner does not disclaim the terminal part of any patent granted on the instant application that would extend to the expiration date of the full statutory term as defined in 35 U.S.C. § 154 to 156 and 173 of the prior patent, as presently shortened by any terminal disclaimer, in the event that it later: expires for failure to pay a maintenance fee, is held unenforceable, is found invalid by a court of competent jurisdiction, is statutorily disclaimed in whole or terminally disclaimed under 37 CFR § 1.321, has all claims cancelled by a reexamination certificate, is reissued, or is in any manner terminated prior to the expiration of its full statutory term as presently shortened by any terminal disclaimer.

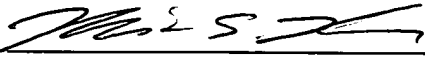
08/10/2004 HALI11 00000041 09549667 55.00 OP
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The undersigned is the attorney or agent of record in this application.

Respectfully submitted,

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Date: August 4, 2004

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